CAPPS Financials Service Requests (SRs) Report

Date of Report: 05/01/2019

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
Accounts Payable		**138**
Accounts Receivable		**6**
Asset Management		**23**
Cash Receipts		**30**
Configuration	Awaiting Customer	1
	In Work	2
Configuration		**3**
Customer Contracts		**4**
ePro		**29**
General Ledger		**46**
Interfaces		**24**
Inventory	Assessment	1
	Assigned	5
	Awaiting Customer	2
	In Work	2
Inventory		**10**
Not Applicable		**77**
PeopleTools		**7**
Purchase Orders	Acceptance Testing	1
	Assessment	4
	Assigned	16
	Awaiting Customer	35
	In Development	1
	In Work	27
Purchase Orders		**84**
Reports		**66**
Security		**49**
Strategic Sourcing	Assigned	1
Strategic Sourcing		**1**
Supplier Contracts	Assessment	1
	Assigned	1
	System Test	1
Supplier Contracts		**3**
Workflow		**10**
Grand Total		**610**

CAPPS Financials User Group Meeting — May 30, 2019

Active SRs by Status
(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	13
Assessment	23
Assigned	232
Awaiting Customer	112
In Development	17
In Work	201
Pending Prod Approval	6
Rework	4
System Test	2
Grand Total	**610**

Active SRs by Priority and Module
(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	Accounts Payable	46
	Accounts Receivable	1
	Asset Management	3
	Cash Receipts	11
	Configuration	1
	ePro	14
	General Ledger	13
	Interfaces	9
	Inventory	3
	Not Applicable	33
	Purchase Orders	20
	Reports	29
	Security	19
	Strategic Sourcing	1
	Workflow	3
High		**206**
Medium		**267**
Low		**137**
Grand Total		**610**

CAPPS Financials User Group Meeting — May 30, 2019

Active SRs, Priority = High
(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	4
Assessment	7
Assigned	87
Awaiting Customer	22
In Development	6
In Work	77
Pending Prod Approval	3
Grand Total	**206**

All SRs by Status
(Includes Closed, Completed after 04/01/19)

Status	Count of Status
Acceptance Testing	13
Assessment	23
Assigned	232
Awaiting Customer	112
Closed	37
Completed	382
Governance	6
Hold	19
In Development	17
In Work	201
Pending Prod Approval	6
Rework	4
System Test	2
Grand Total	**1054**

CAPPS Financials User Group Meeting — May 30, 2019

CAPPS HR/Payroll Trend Report – Service Requests

April 2018 – April 2019

	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-18	Feb-19	Mar-19	Apr-19	Totals
OPENED	223	229	216	354	359	360	331	335	269	304	300	410	436	**4126**
CLOSED	194	217	312	222	356	327	329	322	283	315	309	399	419	**4004**

CAPPS Financials User Group Meeting — May 30, 2019